

Providers Guide to Provider Portal:  
By Essex County Council



# Provider Portal **24.1**

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## **Notifications**

### **Emails**

#### **Remittance Notifications**

When the Council has published a remittance for a home, the user associated with that home will receive an email notifying them of the publication. The user/home will then be able to logon to Provider Portal to review the remittance.

The email will come from: [no-reply@abacus.essex.gov.uk](mailto:no-reply@abacus.essex.gov.uk) it will contain the link to provider portal:

<https://abacus.essex.gov.uk/AbacusExtranet/Apps/Security/Login.aspx>

## Provider Portal looks like this:

The Provider Portal homepage looks like this.

access Abacus Provider Portal 24.1

Provider Portal Payments Administration

Provider Bulletin

Please ignore the coloured boxes to the right. These are a future development.

Residential Awaiting Verification

£0.00

0 Awaiting Verification.

Remittance enquires can be found under 'Payments'

Any enquires about your password and your account can be found under 'Administration'.



To log out of the homepage click on the arrow icon on the top bar

## Provider Notices

Provider Notices

**Non Residential Payment Information:** 4-weekly payment schedules will be available to you for verification of payments during Monday after the end of the invoicing cycle.

**Residential Payment Information:** Older People payments for May 2024 Will be processed so that monies are received by care providers on or around the 30th May 2024 - Working Age Adults payments for June 2024 will be processed so that monies are received by care providers on or around the 1st June 2024

**Infection Control Fund Payments:** Will not appear on Provider Portal. Any questions in relation to the fund should be emailed to [infectioncontrolfund@essex.gov.uk](mailto:infectioncontrolfund@essex.gov.uk)

**Contact Details**

- Queries regarding logging in to the System 03330 139937
- Dispute over uplifted rates on PO's – [Procurement.Adults@essex.gov.uk](mailto:Procurement.Adults@essex.gov.uk)
- Residential Payment / Remittance queries [residentialpanels@essex.gov.uk](mailto:residentialpanels@essex.gov.uk)
- Non-Residential Payment / Training queries [NRPayments@essex.gov.uk](mailto:NRPayments@essex.gov.uk)
- PO has incorrect date/hours/rate/ Service Placementteam@essex.gov.uk
- PO has ended, should be on-going – [Service.Placementteam@essex.gov.uk](mailto:Service.Placementteam@essex.gov.uk)
- PO is not showing on Service Orders Tab – [Panel.Team@essex.gov.uk](mailto:Panel.Team@essex.gov.uk)
- Contact issues /Changes i.e. novation/name change – [Procurement.Adults@essex.gov.uk](mailto:Procurement.Adults@essex.gov.uk)
- When will an invoice be paid – [AP.Servicecentre@essex.gov.uk](mailto:AP.Servicecentre@essex.gov.uk)

**Manuals / Guidance / Other info**

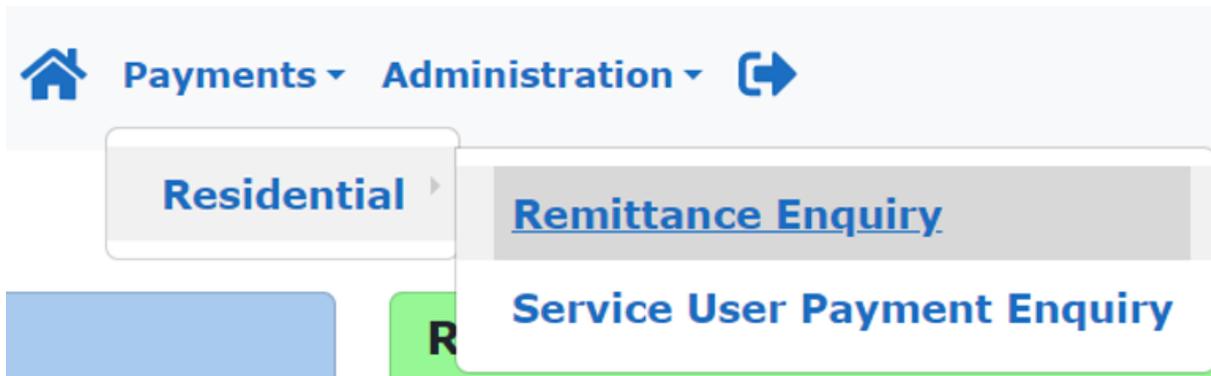
- Provider manuals can be located at the following link for both Residential and Non-Residential accesses along with the published 4 weekly timetable for 2024/2025 for Non-Residential Providers:
- [Payment system manuals for Residential and Non-Residential Providers | Provider Hub | Essex \(essexproviderhub.org\)](https://www.essexproviderhub.org/)
- Guidance on viewing Remittances / Service User Statements can be found at:
- <https://www.essexproviderhub.org/media/ksrj0bns/provider-portal-guide.pdf>
- Uplift criteria can be viewed at:
- <https://www.essexproviderhub.org/older-people-accommodation-services-hub/residential-and-nursing-care/rate-uplifts/>

This section will have notifications of planned system downtime and information on monthly payment dates and other useful information regarding Adult Social Care payments, link to guides and up to date contact details.

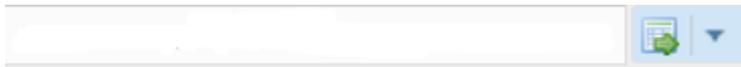
## Residential Enquiries

### Payment Enquiry by Home

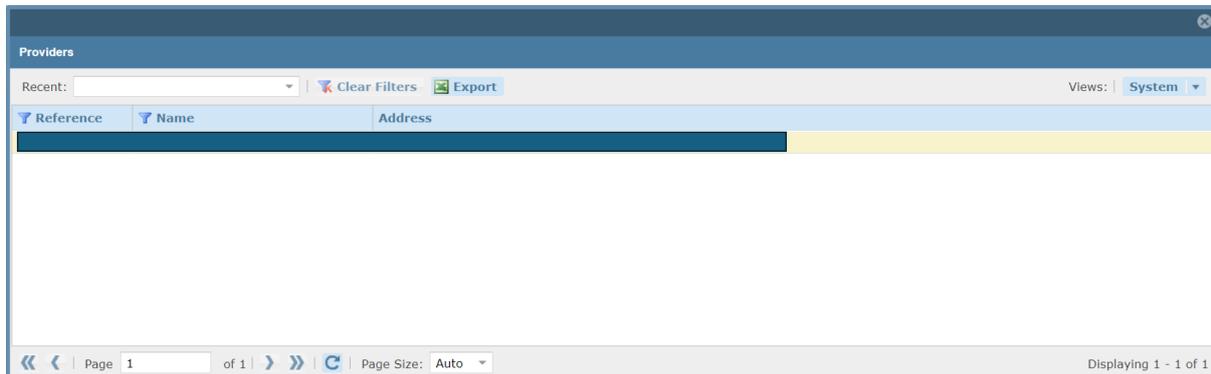
On the menu tab click 'Payments' – 'Residential' – 'Remittance Enquiry'



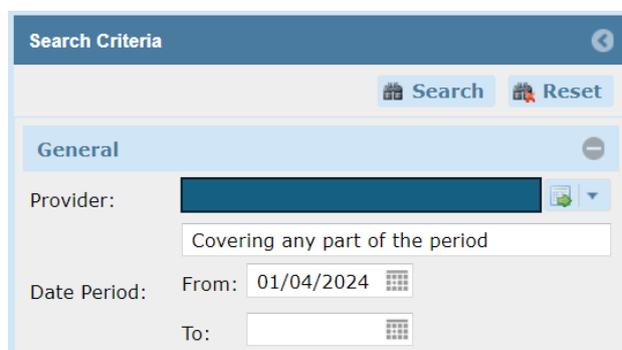
Select the home you wish to view remittance for by clicking the 'Provider' selection box:



Once you click on the box, a new pop-up with a list of your homes will appear. Click on the home you would like to view:



At this stage you can either enter a date range of remittances OR click 'Search' to view all remittances for the home you've selected.



If you choose to enter that date range you can free type the date in the typical UK format

DD/MM/YYYY or click the calendar icon  :

The screenshot shows the 'Search Criteria' form. Under the 'General' section, the 'Date Period' is being defined. The 'From' field contains '01/04/2024' and a calendar icon is visible. A calendar for April 2024 is open, showing the date '1' (Monday) selected. The 'To' field is currently empty.

Once you click 'Search' a list of your current remittances based on your search criteria will appear in the right hand box as below:

The screenshot shows the 'Residential Payments' table. The table has the following columns: Number, Home Ref., Home Name, Date From, Date To, Amount Submitted, Date Submitted, Status, Status Date, Payment Ref., Date Paid, and Amount Paid. The table contains 20 rows of data, all with an 'Amount Paid' of £0.00. The 'Status' for all rows is 'Actual Publics...'. The 'Date Submitted' and 'Status Date' columns show dates from 2023 to 2024.

You can export the remittance(s) to Excel by clicking on the 'Export' icon 

Residential Payments								
Clear Filters		Export						
1	2	3	4	5	6			
Number	Home Ref.	Home Name	Date From	Date To	Amount Submitted	Date Submitted	Status	Status Date

Key columns to take note of:

- 1 – Remittance Number – Can be quoted to reference which payment file this specific schedule is under.
- 2 – Home Name – Which home this payment relates to.
- 3 – Date From – The earliest date payment relates to.
- 4 – Date To – The date paid up to.
- 5 – Amount Submitted – The total of the remittance.
- 6 – Date Submitted – The payment file date processed by the Residential Payments Team.

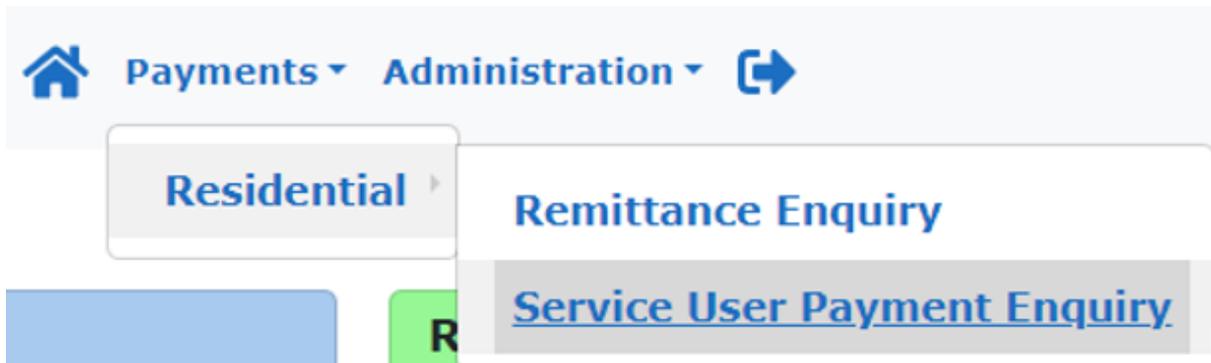
To view one of the remittances, you will need to double click OR right click the relevant line and click the 'Preview' option  Preview

A new tab will open with the remittance and a full list of clients attached to it, including any adjustments to under/overpayments:

View Remittance							Print	Close
Header logo							<b>ESSEX COUNTY COUNCIL</b> P.O.Box 11, County Hall, Chelmsford CM1 1LX County Hall Chelmsford Essex CM1 1JZ	
							18/09/2024	
Payments re: Residential & Nursing Placements Relating to the Period from 01/05/2024 to 30/06/2024								
Client	Weeks /Days	Gross Rate	Direct Income	NET Rate	Amount	NET Payment		
	8 5		£0.00					
	8 5		£0.00					
	8 5		£0.00					
	8 5		£0.00					

## Payment Enquiry by Service User Residential Service User Payment Enquiry

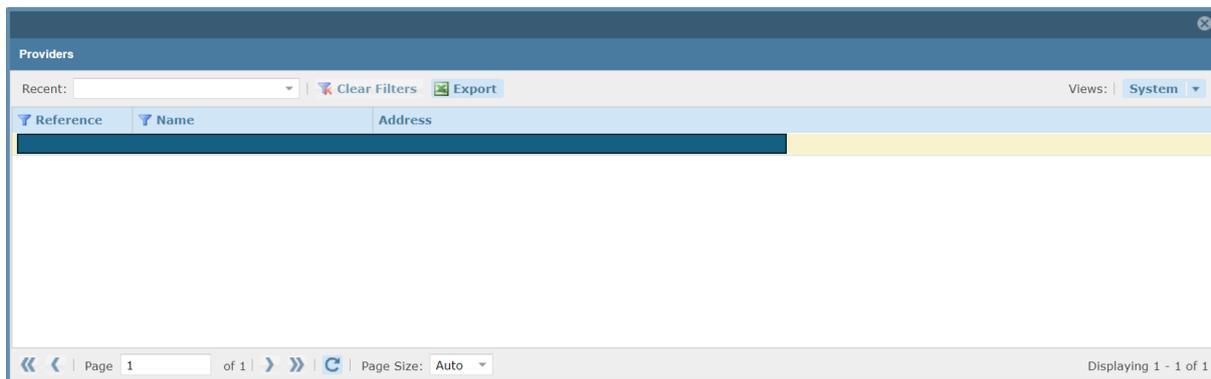
Click 'Payments' – 'Residential' – 'Service User Payment Enquiry'



Select the home you wish to view remittance for by clicking the 'Provider' selection box:

A screenshot of a provider selection box. It consists of a white text input field, a green arrow icon, and a blue dropdown arrow icon.

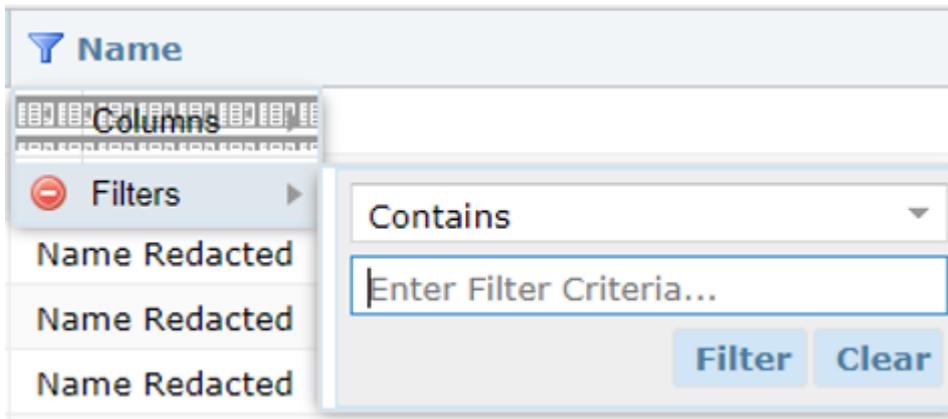
Once you click on the box, a new pop-up with a list of your homes will appear. Click on the home you would like to view:



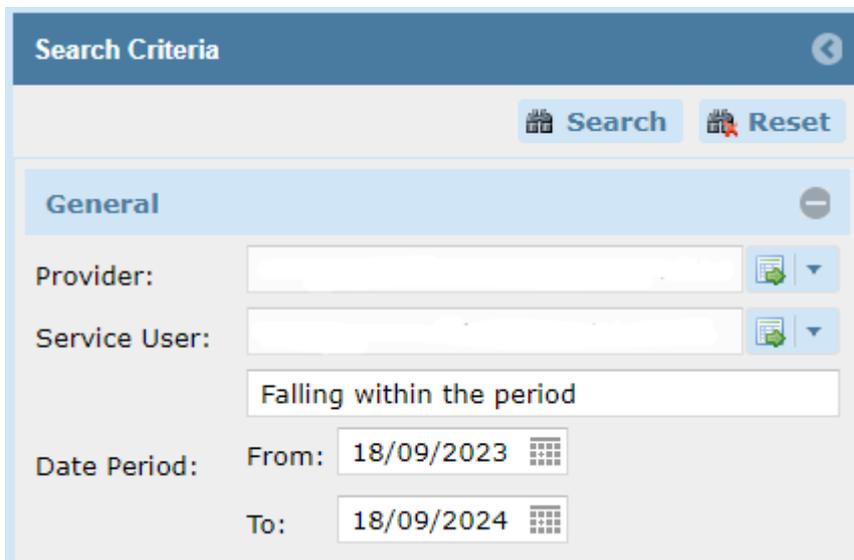
Select the client you wish to view their individual payments for – per remittance – by clicking the 'Service User' selection box:

A screenshot of a 'Service User' selection box. It consists of a grey label 'Service User:', a white text input field, a green arrow icon, and a blue dropdown arrow icon.

Once you click on the box, a new pop-up with a list of all the clients linked to the specific home will appear. You can either scroll through each client to find the specific person or search by clicking the 'Name' column and free typing the surname followed by the forename.



At this stage you can either enter a date range of remittances OR click 'Search' to view all remittances for the home you've selected.



If you choose to enter that date range you can free type the date in the typical UK format DD/MM/YYYY or click the calendar icon :

**Search Criteria** ←

**General** ⊖

Provider:

Service User:

Falling within the period

Date Period: From:

To: 

< September 2023 >  

S	M	T	W	T	F	S
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Once you click 'Search' a list of your current remittances based on your search criteria will appear in the right hand box as below:

Residential Service User Payments						
Reference	Date From	Date To	Weeks/Days	Gross Rate	Direct Income	Net Rate
	01/05/2024	30/06/2024	8 wks 5 days		£0.00	
	08/04/2024	30/04/2024	3 wks 2 days		£0.00	
	01/04/2024	07/04/2024	1 wks 0 days		£0.00	
	01/03/2024	31/03/2024	4 wks 3 days		£0.00	
	01/02/2024	29/02/2024	4 wks 1 days		£0.00	
	01/01/2024	31/01/2024	4 wks 3 days		£0.00	
	01/12/2023	31/12/2023	4 wks 3 days		£0.00	
	01/11/2023	30/11/2023	4 wks 2 days		£0.00	
	01/10/2023	31/10/2023	4 wks 3 days		£0.00	
	01/09/2023	30/09/2023	4 wks 2 days		£0.00	

To view one of the remittances, you will need to double click OR right click the relevant line and click the 'View/Print Statement' option [View/Print Statement](#)

You can export the remittance(s) to Excel by clicking on the 'Export' icon [Export](#)

## New Development: Redacted Clients

For the first time in a while, the Residential side of the Provider Portal has had a system development that'll affect the users. For any clients who have had a placement closed BEFORE the date of the Residential Payments Team's payment run, the clients' personal information will be **REDACTED** for GDPR reasons.

Neither the clients' name nor address will appear in the system for users to be able to access – replaced will be their individual client ID number (Also known as a Mosaic ID). It'll therefore be important for users to record these client/Mosaic ID numbers whenever the PO's are issued.

## Remittance View

Name Redacted ( )  
(From 01/May/2024 to 26/Jun/2024)

ID number will be viewed in the brackets.

## Service User Enquiry View

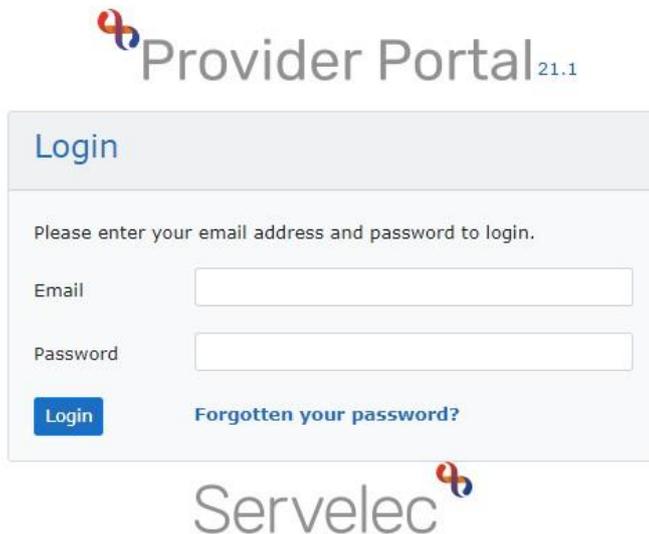
Service Users		
Recent: [ ]   Clear Filters   Export		
Reference	Name	Date of Birth
[ ]	Name Redacted	19/05/1923
[ ]	Name Redacted	24/09/1920
[ ]	Name Redacted	07/03/1941
[ ]	Name Redacted	22/11/1927
[ ]	Name Redacted	20/04/1923
[ ]	Name Redacted	21/02/1921

ID number will be viewed in the 'Reference' column and the clients Date of Birth will still be visible to reference back through your own information to link into the clients ID.

## Security:

### Forgotten Password

If a user has forgotten their password, they can reset it themselves by clicking on the 'Forgotten Your Password?' hyperlink on the login page.



Enter your email address in the 'Email' field.



Then click 'Submit'

You will then receive an email, follow the link in the email.

Complete all fields shown and click 'Submit'. The security question is the one you set up upon Account Activation.

Note: Your password must be a minimum of 8 characters (containing at least one upper case letter and one number).

You will then be taken back to the original login page and asked to login with the password you just created:

**Login**

Please enter your email address and password to login.

Email

Password

[Login](#) [Forgotten your password?](#)

### Resetting password when already in Provider Portal

If you are already logged into Provider Portal you can reset your password by going to 'Administration' – 'My Details' – 'Change Password'. You will be taken to this screen:



Follow the instructions on the page.

### Help

#### Getting Help

Each and every page within the website displays a question mark icon in the top right hand corner



If you need help on any page click on the icon and a popup will be displayed with context-sensitive help information relevant to the current page.

### **Useful Contacts**

Login Issues: Essex Service Desk: 03330 135588 [TS.Servicedesk@essex.gov.uk](mailto:TS.Servicedesk@essex.gov.uk)

Payment Queries: in a first instance should be sent to [cdsooprcaqueries@essex.gov.uk](mailto:cdsooprcaqueries@essex.gov.uk) Procurement:  
for issues regarding fee uplifts or contractual agreements [procurement.adults@essex.gov.uk](mailto:procurement.adults@essex.gov.uk)

All queries related to the IRN refresh can be emailed to [IRN.ProjectTeam@essex.gov.uk](mailto:IRN.ProjectTeam@essex.gov.uk)

If in doubt, refer back to the Provider Portal homepage for up to date contact details.

### **Useful Links**

Provider Hub: <https://www.essexproviderhub.org/>

Essex Care Search (Bedfinder): <https://www.essexcaresearch.org>